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Failed to download the assets from the media server

Original Message
(Posted just now - 02:43am Jul 30, 2012 EST)

by HOVSC (Posts: 65) (IP: IP not logged)

Hi Erik,

We are facing an issue in downloading the assets from Media server while we creating CD-ROM package for the title "s_ss_us13_m_trl_na_1". We have exported the title from Authoring server ("Offline") and manually acquiring assets from Media server in Content Manger as there are html links used in this eText. We have received an attached error message "MediaHarvesting_CM14949907_07_29_2012_1_7_24.txt". We hope that this can be ignored if the relevant assets are not used/linked in the eText. In this case, there are some supporting assets are not copied to CM FTP as those files are less than or equal to 200 bytes. For example, assets under folder "hsus_whiteboard_march_washington" are used in the eText, however those are not downloaded in referenceassets folder.

http://ebookmediabridge.pearsoncmg.com/curriculum/humanities/socialstudies/hsus_13/civilrights/section_2/hsus_whiteboard_march_washington

The total file size will be higher as the way of creating folder structure in Mediaserver where we need to move the assets manually and ignore unused assets in order to keep the package size (<=4GB)

It will be more helpful, if you look into this and assist us in creating the CD-ROM Package.

Title details:

eText Folder: s_ss_us13_m_trl_na_1

BookId: 1007886

Global BookId: CM14949907

Location: simpleebook/curriculum/humanities/social_studies/s_ss_us13_m_trl_na_1/

Also, we are facing this same issue in the below title.

eText Folder: s_ss_us13_m_trl_na_2

BookId: 1007885

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Who's Here?

Erik Unhjem

Global BookId: CM10277039

Location: simpleebook/curriculum/humanities/social_studies/s_ss_us13_m_trl_na_2/

Regards,
Vennila.

Attachments:

MediaHarvesting_CM14949907_07_29_2012_1_7_24.txt (62 KB) (4 Downloads)

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School eText Production, SourceHOV BPS

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☐ **Failed to download the assets from the media server**
(Msg # 1. : Posted Jul 31, 2012 2:22 am)

by **HOVSC** (Posts: 65)   (IP: 122.144.21.5)

Hi Erik,

We are facing the same issue for the below titles.

Title details:
eText Folder: s_ss_us13_s_trl_na_2
BookId: 1007841
Global BookId: CM55528645
Location: simpleebook/curriculum/humanities/social_studies/s_ss_us13_s_trl_na_2/

eText Folder: s_ss_us13_s_trl_na_3
BookId: 1007801
Global BookId: CM28769593
Location: simpleebook/curriculum/humanities/social_studies/s_ss_us13_s_trl_na_3/

eText Folder: s_ss_us13_r_trl_na_3
BookId: 1007908
Global BookId: CM39005852
Location: simpleebook/curriculum/humanities/social_studies/s_ss_us13_r_trl_na_3/

Regards,
Selvam.C

_____

School eText Production, SourceHOV BPS

☐ **Re: Failed to download the assets from the media server**
(Msg # 1.1 : Posted Jul 31, 2012 8:11 am)

by **Erik Unhjem** (Posts: 873)   (IP: 159.182.1.4)

Hi Selvam,

Unfortunately, there's no simple solution for this situation which results, in part, from some routines in the Content Manager's asset harvesting utility.

Before those routines were introduced, the Content Manager would sometimes encounter problems while attempting to download files from the Pearson Media Server, and though a file was not actually downloaded, an empty file with that name was created on the Content Manager FTP server. As a result, validation of the offline package would succeed, because the "file" was present, even though it was actually empty. The routines introduced to counter this situation require that a file be at least 200 bytes to be downloaded. While that is a very small threshold, at less than a quarter of one kilobyte, we may need to lower it further. I note some discrepancy between the size of a file as it's listed on the media server and the size of the same file when downloaded to my hard drive, probably as a result of the relative sizes of the disks and their associated file block allocation. I will discuss this with the eText developers.

Some of the errors the Content Manager is reporting can probably be ignored, however. For example, a cluster of asset harvesting errors reported for Global Book ID CM14949907 includes the path "/conservativeresurg/section_3", and yet that path is not found in the basket.xml file (which is where all the links are) for that eText. In similar fashion, searching for "civilwar/section_4/" in the basket.xml reveals just seven links to individual PDFs or JPGs, so the 14 reported errors for links to other files can also be ignored. Using this approach, you should be able to substantially eliminate a number of reported errors

Without knowing how the various linked Flash-based assets are constructed, however, it's hard to judge what really needs to be included in the package, and so you'll need to manually harvest the collection of files associated with those linked assets. If the Content Manager is unable to successfully harvest the complete collection, you can check with the BU to see if they can provide the files separately. Otherwise, I'll need to help by downloading the files with an FTP client and uploading them to the Content Manager FTP server.

Regards,

Erik

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eText Systems Product Manager

Failure Reason: Requested file is less than or equal to 200 Bytes
(Msg # 2. : Posted Dec 20, 2012 7:15 am)

by **Lina Gusso** (Posts: 6)   (IP: 89.96.187.18)

Hello,
I am re-opening this discussion because I got the same failure reason above while harvesting assets.

I have tried a testing export from Content Manager of Global Book ID CM21580671 but it failed.
The assets are uploaded in curriculum/intl/it.
All seems ok except for "Failure Reason: Requested file is less than or equal to 200 Bytes".

I attach the log of the failed download. Please let me know if you need additional info.

Thanks

Lina

Attachments:
MediaHarvesting_CM21580671_12_14_2012_7_4_32.txt (4 KB) (5 Downloads)

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Project Manager, Pearson Education EMA, Pearson Italia

Re: Failure Reason: Requested file is less than or equal to 200 Bytes
(Msg # 2.1 : Posted Dec 20, 2012 10:50 am)

by Erik Unhjem (Posts: 873)   (IP: 74.36.20.126)

Hi Lina,

This older eText had not been migrated to the more granular server organization that was introduced about 18 months ago. I therefore exported your eText from the Authoring server, and then used the Content Manager's Migrate utility, targeting international/italia/other. I then made a self-derivative at that new location, to capture and incorporate any edits that may have been made in the Authoring server.

After entering the path "curriculum/intl/it/978sticazzi/media/test_da_etext" in the Media Assets field on the Offline Packaging tab of the Content Manager, I clicked the Acquire Assets button and the Content Manager grabbed what appears to be the various assets in that directory from the Media Server, and copied them to the referenceassets directory within the tiboni_test folder on the Content Manager FTP server. I received an error message, however, but I suspect this may be due to some "bogus" files that were also included in the transfer and I'll need to discuss this with the eText developers.

Nevertheless, I then clicked the Validate button on the Offline Packaging tab, with which the Content Manager checks to make sure the XML is all valid and well-formed, and that all of the required files are available for packaging, either in the referenceassets folder and/or on the Media Server.

The package validated successfully.

Because you had reported problems with harvesting the assets, I used that Acquire Assets button and the Media Assets field, to point the Content Manager to the location of the various assets, but I should have first tried just the Validate button, as I suspect you did. As you know, the Validate button has been configured to also seek out any assets referenced in the eText with relative links and will copy them to the viewer/data/assets directory within the offline package (CD-ROM, in this case).

To test whether just clicking the Validate button would work properly in the migrated location, I used your tiboni_test eText as a basis to make a derivative copy, tiboni_test_2. After uploading to the Authoring server and then exporting the CD package from this new eText, I clicked the Validate button on the Offline Packaging tab, and it appears that copies of all of the files were collected except one:

Global Book ID: CM71717775

xml name: 4187599.xml
xml location: /viewer/data/xml/page/
Validation asset name: index.html
Error: Not found at: /viewer/data/assets/curriculum/intl/it/978sticazzi/media/test_da_etext/

Closer examination of the reported link issue and the eText as it is configured in the Authoring server shows that the relative link has not been authored correctly. In the Specify SWF and Asset File Paths window, accessed from the Authoring Menu, "http://media.pearsoncmg.com/curriculum/intl/it/978sticazzi/" has been entered as the "base" URL, which is fine, but the relative link on page 27 has been entered as "curriculum/intl/it/978sticazzi/media/test_da_etext/index.html" which overlaps with the "base" URL. When media harvesting, the Content Manager is therefore looking for the index.html file at the concatenated URL: http://media.pearsoncmg.com/curriculum/intl/it/978sticazzi/curriculum/intl/it/978sticazzi/media/test_da_etext/index.html and that doesn't exist on the Media Server.

By adjusting the hotspot link to just "index.html", the concatenated URL then becomes http://media.pearsoncmg.com/curriculum/intl/it/978sticazzi/media/test_da_etext/index.html

I have packaged both of these eText CD-ROM offline packages, and have forwarded to you the confirmation emails which include links to download the ZIPs. Please check both to verify whether they perform as expected.

Regards,

Erik

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eText Systems Product Manager

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